

Integrated Sexual Health Services

Booked Appointments and Open Access Drop-in Clinics

Clinics

We have many different clinics all running at the same time. These include:

- **Booked appointment clinics for Consultants, Doctors, Nurses and Health Care Assistants.**
- **Open Access or drop-in clinics.**

These clinics can run at different times and different speed due to the nature of patient needs, and it may seem unfair when someone arriving after you is seen straight away. This card explains why this could happen.

Booked Appointments and Open Access Drop-in Clinics

How long will I wait?

If you have booked an appointment:

Please ensure that you tell reception you have arrived so that they can log you on the computer system. We will endeavour to see you on time; however it is possible that you may experience a short wait at times.

If you are attending an open access drop-in clinic:

The open access clinic operates on a 'first come first served' basis depending on the reason you are here, and can involve a considerable wait.

If you have contraception needs you will **not** be triaged, but if you look at the screen on the wall by the reception desk you will see your clinic number in the queue.

You may see people being called who arrived after you – this is because you have specific requirements.

If you are here for anything else, you will be triaged as soon as possible. This can mean a long wait – very often more than an hour. Once you have been triaged you will then take a seat in the waiting room and your number will be in the queue on the screen situated on the wall by the reception desk. You may still have a different wait time to someone who has arrived after you, as everyone's needs are different. You will be seen by the appropriate Doctor, Nurse or Health Care Assistant for your needs.

Some conditions may require booking in to specialist clinics; in this case you will be given the appropriate appointment to return.

If you feel that you cannot wait, please inform reception and they will endeavour to book you the next available appointment that is convenient for you. Alternatively you can attend the next available open access clinic.

We do apologise if we do not meet your needs or expectations. We do our very best to accommodate everyone, but please understand that we do have limited resources.

If you are late for your booked appointment, it will result in clinics running late, so you may be asked to re-book at another time or be put onto the open access clinic to wait to be seen.

Please note:

Our staff do the very best that they can. Abusive language or behaviour towards any of our staff or any other visitors to the department is unacceptable. If you are abusive you may be asked to leave the department.

If you do have reason to make a complaint, please ask to speak to a senior member of staff in private. Alternatively you can contact the **Patient Advice and Liaison Service (PALS)** on **024 7653 6804** or by email: **pals.complaints@covwarkpt.nhs.uk**

Whilst you are waiting you may wish to look at the following websites, which have helpful information about sexual health, contraception, relationships and other issues:

- www.fpa.org.uk
- www.brook.org.uk
- www.relate.org.uk
- www.crasac.org.uk
- www.coventryhaven.co.uk

0300 200 0027 www.covwarkpt.nhs.uk